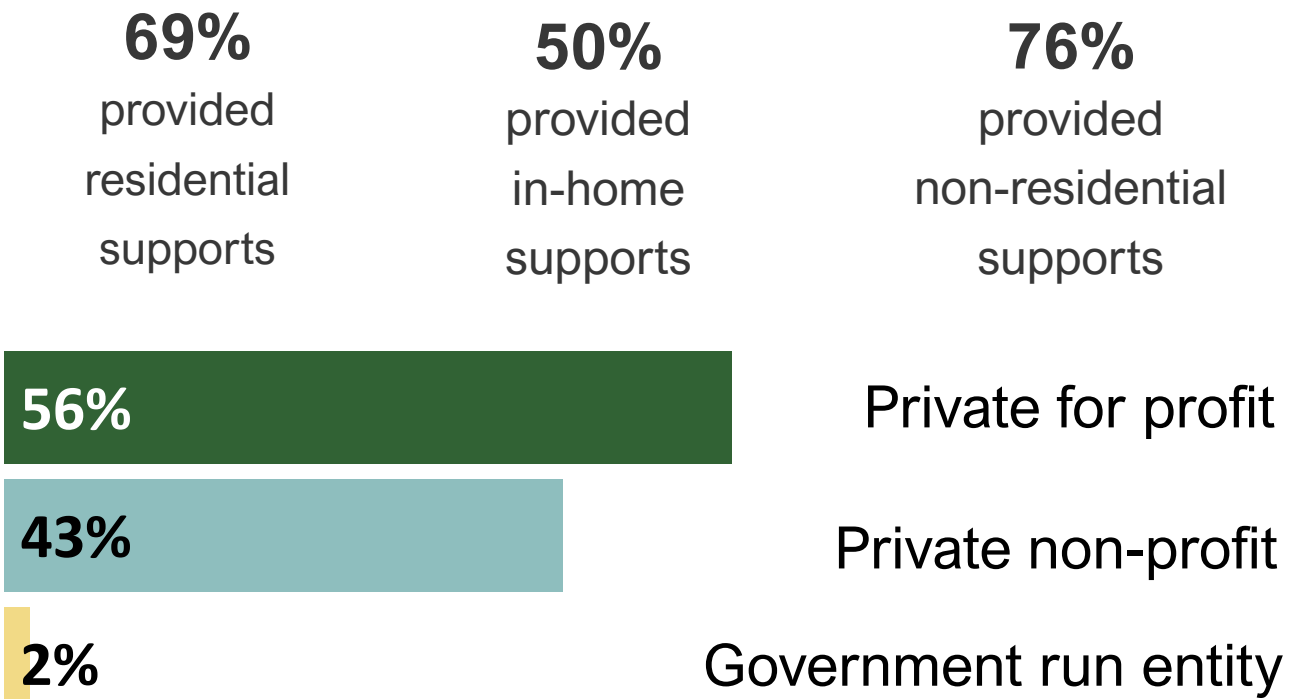


ABOUT THE SURVEY

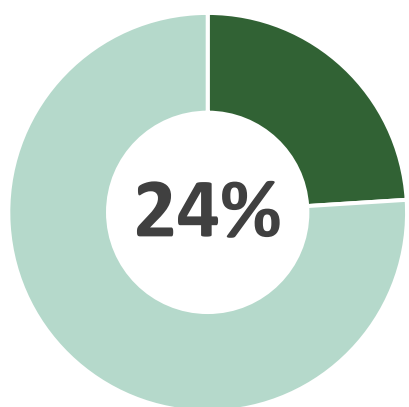
Each year National Core Indicators® Intellectual and Developmental Disabilities (NCI®-IDD) implements the NCI State of the Workforce Survey. The survey collects comprehensive data on the **Direct Support Professional (DSP)** workforce providing direct supports to adults (age 18 and over) with intellectual and developmental disabilities (IDD). The goal of the survey is to help states describe their workforce, measure challenges, and monitor improvements. The full report can be accessed [here](#); the data presented in this summary represent the weighted NCI-IDD average survey results and refer to the period between **Jan. 1, 2024, and Dec. 31, 2024.**

PARTICIPATING AGENCIES

More than **11,450** DSPs with **126** provider agencies responded



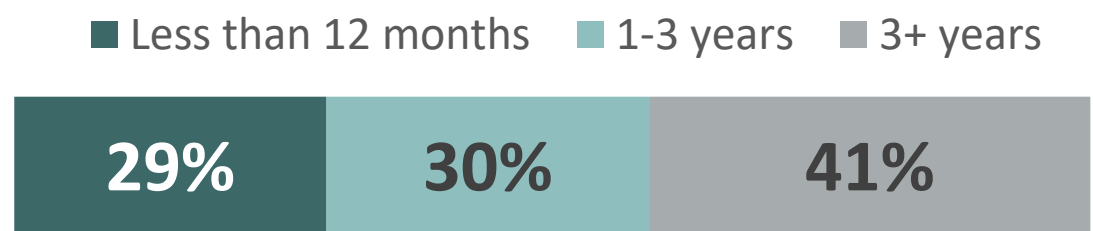
TURNOVER AND TENURE



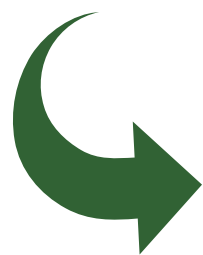
Average turnover ratio

The average turnover ratio **decreased** compared to the 2023 average of 27%.

Tenure among DSPs on payroll 12/31/24



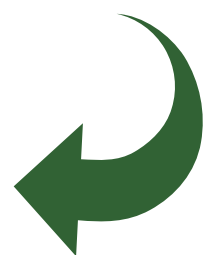
Tenure among DSPs who separated



Two in five DSPs who stayed have been with their agency for more than 3 years. **Nearly three in five DSPs who left their agency were employed there for less than 1 year.**

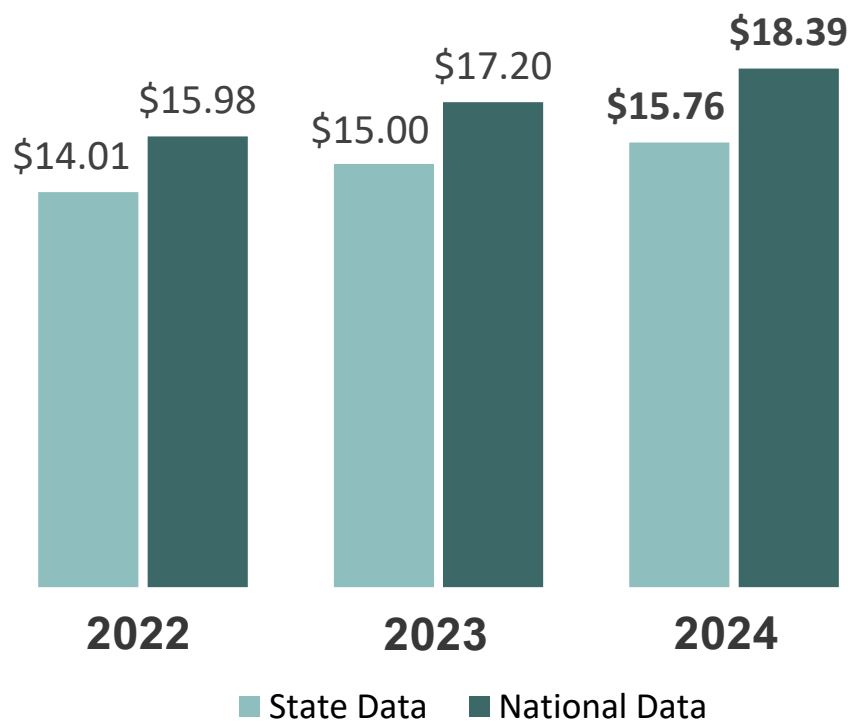


1 in 3 agencies (33%) stopped accepting or turned away new referrals due to staffing issues. This is down from 39% in 2023.



WAGES

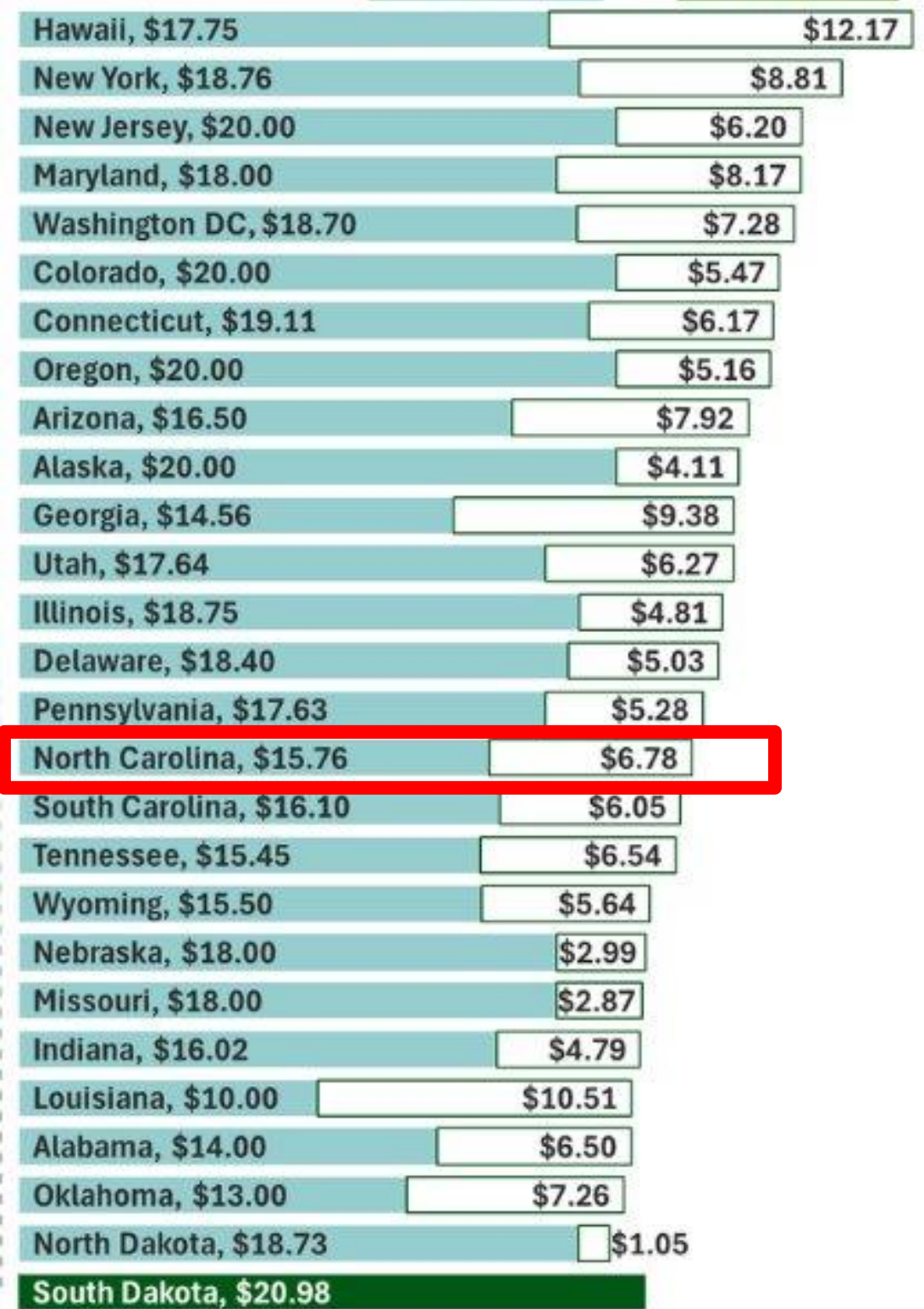
Median hourly wage for all DSPs



NC has made significant efforts to increase wages for DSPs in recent years. The graph above shows that **median wages for DSPs continue to increase each year.**

Living wage is the hourly wage one full-time worker must earn to cover the cost of their family's minimum basic needs where they live while still being self-sufficient. The graph to the right shows the median wage for DSPs by state, along with the difference between median wages and **living wage for one adult without any children.**

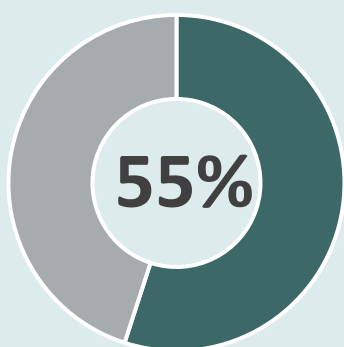
Difference between **hourly wage** and **living wage**



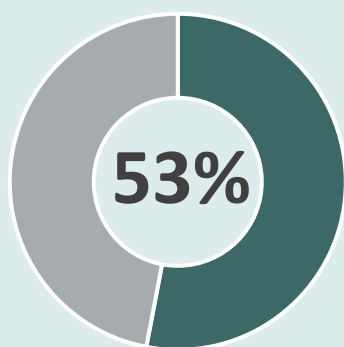
NC would need to increase hourly wages for DSPs by \$6.78 to meet the living wage for one adult and no children.

BENEFITS

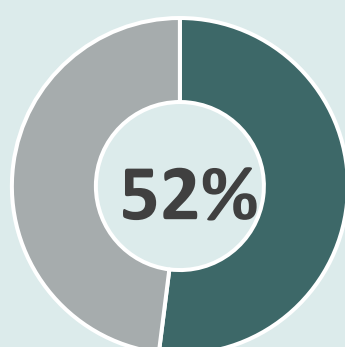
On average, agencies offered benefits to some or all DSPs as described below:



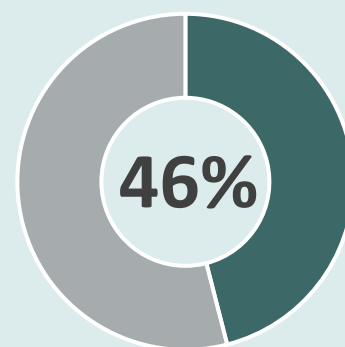
Paid time off



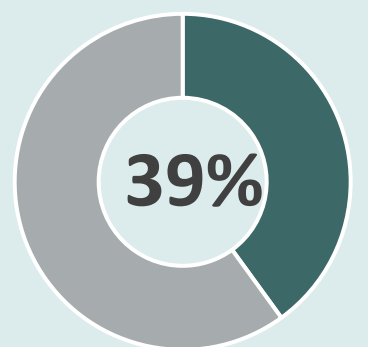
Health insurance



Dental insurance

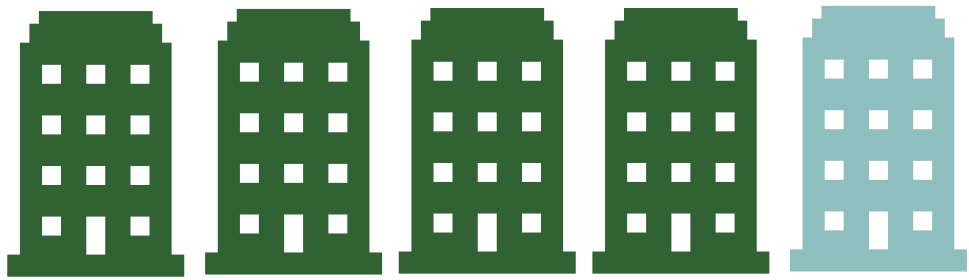


Vision insurance



Employer sponsored retirement

RECRUITMENT & RETENTION



More than 4 out of every 5 agencies (**82%**) offer realistic job previews as part of recruitment efforts.



About 1 out of every 3 agencies (**36%**) offer pay incentives or bonuses to new hires as part of recruitment efforts.



About 2 out of every 5 agencies (**39%**) engage high schools and colleges as part of recruitment efforts.

63% Use DSP recognition programs to support retention efforts

73% Use DSP engagement surveys to support retention efforts

16% Use DSP ladders to retain workers in DSP roles

27% Support staff to get credentialed

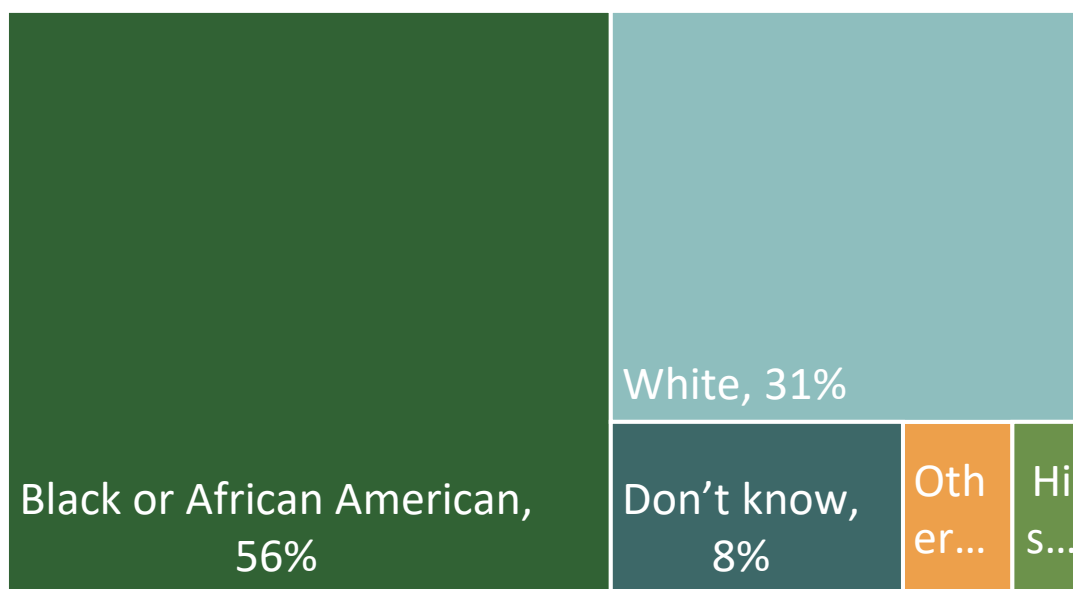
20% Bonuses/raises tied to credentials

39% Include DSPs in agency governance

DSP DEMOGRAPHICS

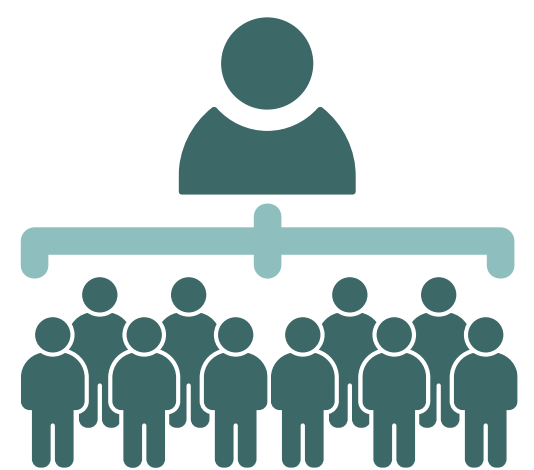


69% Female
26% Male



*Other category includes DSPs who are American Indian/Alaskan Native (0.7%), Asian (0.4%), Pacific Islander (0.1%) Other (0.9%), and More than one race/ethnicity (0.7%)

FRONTLINE SUPERVISORS



Average ratio of 1 Frontline Supervisors to 10 DSPs